



CITY OF SEATTLE

Program Intake Representative

SALARY:	\$26.65 - \$31.04 Hourly
LOCATION:	Seattle Municipal Tower, 700 5th Ave., Seattle, Washington
JOB TYPE:	Classified Civil Service, Regular, Full-Time
SHIFT:	Day
DEPARTMENT:	Department of Education & Early Learning
BARGAINING UNIT:	PTE, Local 17 - Professionals
CLOSING DATE:	11/06/18 04:00 PM Pacific Time

POSITION DESCRIPTION:

Early Learning for children is becoming one of the social justice issues of our time. Children's access to high quality programming and education from their early years can have an enormous impact on their future education. The Department of Education and Early Learning (DEEL) supports and facilitates many Early Learning programs across Seattle. To support the mission of DEEL, we are looking for a Program Intake Representative who will act as one of the first points of contact for many Seattle families seeking childcare and preschool throughout the City.

In this role, you will connect with families to discuss their eligibility for programs, assist them with applying, and verify their application materials. DEEL offers several programs to the community, and you will be responsible for differentiating the requirements for each program with families, file compliance, and eligibility. You will work with families from a wide cross section of culturally and ethnically diverse people, including refugees and the non-English Speaking, and will need to be familiar with and demonstrate a level of comfort with issues like race and social justice, poverty, equitable access, and gatekeeping. You will represent DEEL both in the office and in the community as you partner closely with our preschool and childcare providers, representatives of social service agencies, and employees of other City departments.

Do you want to be part of this program? Here's more of what you'll be doing:

- Interviewing clients, evaluating their needs and determining eligibility for services and programs
- Explaining program guidelines and eligibility requirements
- Reviewing clients' applications for completeness and income documents to determine program eligibility
- Arranging interpreter services for non-English speaking clients
- Assisting clients in selecting childcare facilities and in negotiating fees; confirming status of license of daycare centers before proceeding with enrollment
- Conducting outreach activities which may include presenting information to community groups and governmental agencies
- Monitoring caseload and terminating childcare subsidies when benefits are exhausted or when clients become ineligible; explaining benefit denials to clients
- Preparing correspondence, including recommendations to the division director on behalf of clients requesting "Exception to Policy" approval
- Maintaining records, filling out data entry forms, updating records, and coordinating completion of separate forms for each applicant
- Providing information and referrals on services available through other agencies
- Utilizing two databases to manage information and maintain data integrity

You will be prepared to take on this role if you are:

- An experienced interpreter of policy and committed to serving families in the community
- Passionate about service and relationships with sometimes high-need clients
- Humble and ready to collaborate, even if the answer wasn't your idea
- Team-centric, enjoying working with teammates as well as producing strong independent work
- Fiercely detail-oriented and organized in your work
- Comfortable with technology and tapping into its potential to help provide better service

QUALIFICATIONS:

In addition to the ability to perform the tasks described above, you will need to possess the below required qualifications (or a combination of education, training or experience which provides an equivalent background required to perform the work of the class):

- Associate degree in a social science, education, or a related field
- Two years of experience interviewing clients for the purposes of determining eligibility for programs, and completing program enrollment, preferably in a child care or preschool setting

OR

- Bachelor's degree in a social science, education, or a related field
- One year of experience interviewing clients for the purposes of determining eligibility for programs, and completing program enrollment, preferably in a child care or preschool setting

OR

- Three years of experience interviewing clients for the purposes of determining eligibility for programs, and completing program enrollment, preferably in a child care or preschool setting

In addition to:

- Ability to pass a criminal background and education check

ADDITIONAL INFORMATION:

This position is classified as a Program Intake Representative and is governed by a collective bargaining agreement between the City and the union, PTE Local 17 – Professional. DEEL supports the City of Seattle's Race and Social Justice Initiative to end institutionalized racism by eliminating barriers to access, providing the staff and public with opportunities for growth, and developing equitable access to the programs and services we offer. If you share those values and meet the qualifications, we invite you to apply for this position. Please visit <http://www.seattle.gov/education> to learn more about the Department of Education & Early Learning.

APPLICATION PROCESS:

To be considered for this position, you **must** submit your complete application, including all supplemental questions, and attach your resume and cover letter at <https://www.governmentjobs.com/careers/seattle> no later than **4:00 PM Pacific Time on Tuesday, November 6, 2018**. This position is open to all candidates that meet the minimum qualifications. The City of Seattle values diverse perspectives and life experiences. Applicants will be considered regardless of race, color, creed, national origin, ancestry, sex, marital status, disability, religious or political affiliation, age, sexual orientation, medical condition or pregnancy. The Department of Education & Early Learning encourages people of all backgrounds to apply, including people of color, immigrants, refugees, women, LGBTQ, people with disabilities, veterans, and those with diverse life experiences. If you have questions, please contact Lindsey King at Lindsey.King@seattle.gov.

APPLICATIONS MAY BE FILED ONLINE AT:
Job #2018-01493

<https://www.governmentjobs.com/careers/seattle>

PROGRAM INTAKE REPRESENTATIVE
LK

If you are unable to apply on-line you may submit a paper application by the closing date to our office.

OUR OFFICE IS LOCATED AT:
Seattle Municipal Tower
700 5th Avenue, Suite 5500
Seattle, WA 98104
206-684-8088
Careers@seattle.gov



The City of Seattle is an Equal Opportunity Employer that is committed to diversity in the workplace. Accommodations for people with disabilities are provided on request. The City is a Drug Free Workplace.
